

## Self-Gov - Occupational Licenses, Bur Licensing Programs

### Description:

Provide administrative services to 17 licensing boards and administer the Athlete Agents Registration Act.

### Major Functions and Targeted Performance Standard(s) for Each Function:

1. Board member training and support.
  - A. Board orientation and training manual within 30 days of appointment.

Actual Results			
2000	2001	2002	2003
manual revised 9/99	100%	100%	100%
Projected Results			
2004	2005	2006	2007
100%	100%	100%	100%

- B. Board training session annually or as requested for new board members.

Actual Results			
2000	2001	2002	2003
As requested	As requested	As requested	As requested
Projected Results			
2004	2005	2006	2007
As requested	As requested	As requested	As requested

- C. Board requested information provided within 48 hours.

Actual Results			
2000	2001	2002	2003
When Possible	99%	99%	99%
Projected Results			
2004	2005	2006	2007
99%	99%	99%	99%

- D. Board "budgeted needs request form" distributed annually prior to budget development.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

- E. Provide agendas, minute drafts, financial reports two weeks prior to meetings.

Actual Results			
2000	2001	2002	2003
In Process	Updated	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

- F. Develop and maintain a Bureau Web site, with individual Board pages.

Actual Results			
2000	2001	2002	2003
In Process	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

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### 2. Licensure law and rule change and enforcement.

#### A. Maintenance of computerized complaint documentation and status.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

#### B. Maintain proposed law and rule files for each board review annually.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

#### C. Newly adopted laws, rules distributed to staff 30 days prior to taking force.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

#### D. Continue regular complaint review and update meetings.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

#### E. Develop and update new license database and financial system.

Actual Results			
2000	2001	2002	2003
Developing	Developing	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

### 3. Administrative services (secretarial, investigative, accounting).

#### A. Encourage continuing education for staff through annual evaluations.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

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B. Reduce staff travel while continuing to provide staff exposure to important information.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

C. Maintain five year plan to update and/or acquire current technology.

Actual Results			
2000	2001	2002	2003
Revised	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

D. Continue "open door" policy between staff and supervisors.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

E. Regular scheduling of staff meetings.

Actual Results			
2000	2001	2002	2003
Revised	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

F. Develop, distribute, and implement revised policy and procedures manual.

Actual Results			
2000	2001	2002	2003
Developing	Developing	Developing	Developing
Projected Results			
2004	2005	2006	2007
Developing	Developing	Developed	Developed

4. Administration of examinations.

A. Develop and provide personnel and procedures for examinations security.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

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B. Assign appropriate staff member to monitor each examination upon board request.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

C. Investigative personnel to aid in examination process upon board request.

Actual Results			
2000	2001	2002	2003
Developed	Developed	Developed	Developed
Projected Results			
2004	2005	2006	2007
Developed	Developed	Developed	Developed

### Program Results and Effect:

The Bureau administers the Athlete Agents Act and provides administrative, investigative, legal, and fiscal services to 17 Boards currently under contract. Those services include receiving and reviewing applications for licensure; issuing and renewing licenses; accounting for continuing education credits; collecting fees, penalties and cost reimbursements; accounting for receipts and expenditures; providing Boards with financial reports; receiving and investigating complaints; arranging for prosecution of complaints; facilitating Board meetings; providing secretarial services; noticing Board meetings; drafting rule and law changes; promulgating rules; presenting administrative bills to the legislature. The Bureau also provides education to Board members through training sessions and Board training manuals; provides staff with current technology, bills to the legislature. The Bureau also provides education to Board members through training sessions and Board training manuals; provides staff with current technology, appropriate training and a supportive working environment; and contracts with the Attorney General's Office and local firms for legal services. By efficiently providing these services, the Bureau helps the boards carry out their legislative mandate of protecting the public's health, safety, and welfare through licensure in a more cost effective manner.

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